



## Telehealth for cancer patients and carers

Your cancer treatment team may be offering you appointments by phone or video instead of face-to-face. These are both types of telehealth. You can still use an interpreter for telehealth appointments if you want to.

### What are the benefits?

Telehealth can:

- enable you to continue your vital health care
- reduce your risk of getting other illnesses like colds, flu and Coronavirus. This is important if your immune system (your body's ability to fight infection) has been weakened by your cancer treatment
- avoid the need to travel to appointments
- save you money on travel and accommodation costs
- be faster if you just need a prescription or have a quick question for your treatment team

## 癌症患者和護理人員的 Telehealth 服務

您的癌症治療團隊可能會通過電話或視頻而非面對面的方式為您預約看診。這是 telehealth 服務的兩種方式。如有需要，您仍然可以要求口譯員協助參加 telehealth 預約看診。

### 有什麼好處?

Telehealth 能夠：

- 使您得以繼續使用醫療保健服務
- 降低您感染其他疾病的風險，如感冒、流感和冠狀病毒。如果您的免疫系統（身體抵抗疾病的能力）由於癌癥治療而被削弱，則這點尤為重要
- 無需出行即可看診
- 節省旅費和住宿費
- 如果您只需要您的醫療團隊開處方或回答簡單的問題，則這種方式更為快捷

## What appointments are best for telehealth?

Telehealth is best for the following types of appointments:

- where you have an existing relationship with your health professional
- follow-up care
- scan and test results
- advice on symptoms and side effects
- repeat prescriptions
- nutrition and exercise advice
- counselling

Your health professional will tell you if they need to see you in person and will make a follow-up appointment.

## What do I need?

### Video calls:

- a smartphone, iPad/ tablet, laptop or a computer that has a camera, microphone and speakers
- an email address or mobile phone number so they can email or text you the instructions and link
- internet connection

### Phone calls:

- a mobile phone or landline

## Telehealth 最適合什麼類型的約診？

Telehealth 最適合下列類型的約診：

- 您已經與您的醫護專業人員建立了關係
- 跟進護理
- 討論掃描或測試的檢查結果
- 有關症狀和副作用的諮詢
- 續開處方
- 有關營養和鍛煉的建議
- 心理輔導

醫護專業人員會告訴您是否他們需要親自見您，並會為您安排後續約診。

## 我需要什麼設備？

### 視頻通話：

- 配有攝像頭、麥克風和揚聲器的智能手機、iPad/平板電腦、筆記本電腦或臺式電腦
- 電郵地址或手機號碼，以便接收使用說明和鏈接

- 網路連接

### 電話：

- 手機或座機



## Before your telehealth appointment

Check with your health professional if you can see scan or test results.

Let your health service know if you:

- are hard of hearing
- need an interpreter

Make sure you:

- read any instructions
- have a list of questions prepared
- have the email address for your local pharmacy so if you need a prescription your doctor can email the pharmacy any prescriptions
- have a support person (e.g. friend or relative) with you if needed
- find a quiet place so you won't be interrupted and make sure you don't have a window or light behind you
- do not have your mobile phone on silent
- turn your microphone on (off mute) and your camera is on if you're using a laptop or tablet (iPad)
- set up the screen so you have your face and shoulders in view
- rest your screen on something so you don't have to hold it. This will make it easier for you to concentrate on the call and will also free your hands to write any notes.

## During the appointment:

- look at the screen
- speak slowly
- take it in turns to speak one at a time
- if you get cut off, wait for a phone call from your health professional
- write down any instructions and what you need to do next
- ask all your questions
- ask your doctor if they can share their screen with you when they are going through test or scan results.



## 參加 telehealth 約診之前

請向醫護專業人員查詢您是否可以查看掃描或檢測的結果。

如有下列情況，請通知您的醫護服務機構：

- 聽覺不好
- 需要口譯服務

請務必：

- 閱讀使用說明
- 準備好問題清單
- 記下您當地藥房的電郵地址，這樣您的醫生就可以將您需要的處方通過電郵方式發給藥房
- 如有需要，請安排一名支持人員（如朋友或親人）陪同參加
- 找一處安靜的地方，以免被打擾；並確保不要背著窗戶或光線
- 不要把您的手機設為靜音模式
- 如使用筆記本電腦或平板電腦（iPad），請打開麥克風和（關閉靜音模式）攝像頭
- 設置好螢幕，讓您的臉部和肩膀都入鏡
- 使用物品支撐螢幕，這樣您就不用拿著它了。這將使您更容易集中精力在通話上，並騰出雙手做筆記。

## 看診期間：

- 看著螢幕
- 放慢語速
- 輪流發言
- 如果斷線了，請等待醫護專業人員回撥
- 記下所有要求和下一步需要做的事情
- 問完所有問題
- 當醫生查看測試或掃描檢查結果時，請詢問他們是否可以與您共享螢幕



## Can I ask for a face-to-face appointment?

Yes.

You should have a face-to-face appointment if:

- it's your first time seeing the doctor
- your health professional has asked to see you in person
- you are not getting better

Or if you:

- need a physical examination, test, treatment or scan
- have more than one appointment at the health centre or hospital
- do not feel comfortable using telehealth
- do not have the technology or cannot use it

## How much will it cost?

Before your appointment, ask your health service if your appointment will be free (bulk billed) and if not, how much you will have to pay.

## Can I have a support person (e.g. a relative or friend) with me for the appointment?

Yes. Introduce the person to the health professional at the start of the call/ video as you would if you were meeting in person.



For information and support call us on 13 11 20 or for other languages call 13 14 50.

## 我可以要求面對面的約診嗎？

可以。

如屬下列情況，應使用面對面的約診方式：

- 首次看這位醫生
- 醫護專業人員要求您親自去看他們
- 您沒有好轉

或者您：

- 需要參加體檢、測試、治療或掃描檢查
- 在醫療保健中心或醫院有多個約診
- 使用 telehealth 服務覺得不舒服
- 不具備或不能使用所需的技術設備

## 費用如何？

在參加約診之前，請向您的醫療服務機構查詢您的約診服務是否免費（醫保卡劃付）；如非免費，則查詢需要自付多少費用。

## 我可以帶一名支持人員陪同參加約診嗎？

可以。就像參加面對面的約診一樣，請在通話或視頻開始時就向醫護專業人員介紹此人。

如需獲得資訊和支持服務，請致電13 11 20或13 14 50（如需口譯員協助）聯絡我們。

如需獲得資訊和支持服務，請聯絡癌症專科護士



電話：13 11 20



網站：[www.cancer.org.au](http://www.cancer.org.au)



如需其他語言的服務，請致電13 14 50